



Welcome Aboard



If you have a green dot .....



Where do I sign up for the door prize?



Bill Irwin presents "Student  
Right to Know" session.



Sally and Fran kicking back!

29th Annual  
Conference  
Sheraton at  
Station Square  
Pittsburgh, PA  
October 5-8, 1997

#### FEATURES

- PRESIDENT'S LETTER
- 1996 Conference Review
- Distinguished Service Award
- Election Results
- PASFAA Homepage
- Reauthorization Survey
- Membership Application
- Council Minutes
- Sector and Committee Reports
- Hotline Canceled

## 1996-97 PASFAA EXECUTIVE COUNCIL

### OFFICERS

#### PRESIDENT

George J. Walter  
Villanova University  
(610) 519-4010  
CG00166

#### PRESIDENT ELECT

Vali G. Heist  
Alvernia College  
(610) 796-8275  
CG00007

#### PAST PRESIDENT

Georgia K. Prell  
East Stroudsburg Univ.  
(717) 422-3340  
CG00283

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Frances C. McKeown  
Bucks County C.C.  
(215) 968-8200  
CG00514

#### TREASURER

Ruth K. Cramer  
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(717) 262-2016  
CG00182

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Bonnie L. Behm  
Thomas Jefferson Univ.  
College of Allied  
Health Sciences  
(215) 503-1957  
CG00242

#### SECTOR

#### REPRESENTATIVES

##### Public Two-Year

Jean M. Walker  
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(412) 287-8711  
CG01647

##### Private Two-Year

Barbara L. Schmitt  
Johnson Technical Institute  
(717) 342-6404  
CG01009

##### Private Four-Year

Arlina B. DeNardo  
Lafayette College  
(610) 250-5055  
CG00727

##### State-Related

Cheryl S. Browning  
Lincoln University  
(610) 932-8300  
CG00590

##### SSHE

Robert J. Thorn  
California Univ. of PA  
(412) 938-4415  
CG02027

##### Business, Trade & Technical

Linda J. Malchano  
Computer Tech  
(412) 391-4197  
CG02008

##### Nursing

Adrienne E. Miller  
Shadyside Hospital  
School of Nursing  
(412) 623-2353

##### Institutional At-Large

Michael J. Bertonaschi  
La Roche College  
(412) 367-9256  
CG01535

##### Institutional Support Services

Daniel M. Wray  
Education Finance Ctr, Inc.  
(814) 696-6775

## Editor Excerpts

### 1. NEWSLETTER EDITORIAL BOARD FOR 1996-97

EDITOR: Joan L. Holleran PASFAA Newsletter Editor  
Financial Aid Office  
Kutztown University, P.O. Box 730  
Kutztown, PA 19530  
(610) 683-4031 or CG00806  
Fax (610) 683-1380  
e-mail: holleran@kutztown.edu

#### EDITORIAL BOARD

Membership to be approved  
at December Council Meeting

### 2. PUBLICATION SCHEDULE

Articles, position openings, meeting dates or other items  
can be submitted to the Editor according to the following  
publication schedule:

Spring 97 issue:	articles due February 15
Summer 97 issue:	articles due May 15
Fall 97 issue:	articles due July 15
Winter 97 issue:	articles due November 15

### 3. IMPORTANT MESSAGE

The opinions expressed by individuals who contribute  
articles to the newsletter do not necessarily represent the  
position of PASFAA.

## PASFAA Potpourri

### 1. MOVING? CHANGING POSITION OR TITLE?

PASFAA membership belongs to the individual and not  
the institution. All changes in name, address, or title  
should be submitted to Georgia Prell, Financial Aid  
Office, East Stroudsburg University, East Stroudsburg, PA  
18301. This is where our membership list is maintained.

### 2. 1996-97 PASFAA COMMITTEES

Government Relations ..... Fran McKeown  
Membership and Elections ..... Georgia Prell  
Professional Standards and Training ..... Vali Heist  
Public and Professional Information ..... Bonnie Behm  
1997 Conference ..... Julie Salem  
Financial Aid Training ..... Mary Miller  
Financial Aid Awareness ..... Bonnie Behm  
Technology ..... Christine Zuzack  
Finance and Development ..... Rachael Lohman  
Development Sub-Committee ..... Donald Shade

### 3. MEMBERSHIP IN PASFAA

Subscription to the PASFAA Newsletter is included in your  
yearly membership fee. Contact Georgia Prell, East  
Stroudsburg University, for information about 1996-97  
PASFAA membership.

### 4. LETTERS TO THE EDITOR

Readers are invited to express their concerns about PASFAA  
or any financial aid related issues. Opinions, suggestions,  
questions, etc. are welcome. Letters must be signed. The  
Editorial Board reserves the right to condense or edit if  
necessary.

# LETTER FROM THE PRESIDENT



Dear PASFAA Friend,

During the many years that I have been a member of PASFAA, I've benefitted from the experience of colleagues and the hard work of those who have served in leadership roles. I approach the coming year as an opportunity to give back to an association that has given so much to me.

I would like to begin by saying thank you to all of the people who made the recent conference at the Split Rock Lodge a success. The Conference Committee worked overtime to ensure that an informative and enjoyable time was had by all (but I hate green dots and the Macarena). Thank you to the vendors and sponsors for their support and all of the presenters and facilitators for their time and energy. I would also like to thank those who allowed their names to be placed into nomination for office. Volunteerism is important to the success of any organization and the willingness to serve in a leadership role is greatly appreciated.

Over the next twelve months I hope to accomplish the following:

- \* Build on the initiatives that were begun in 1995-96.
- \* Continue to develop means through which increased membership involvement may occur.
- \* Take the necessary steps to ensure that our association will be an active participant in the re-authorization process.

In order to achieve these goals I ask for your help. Please become involved and encourage or, if possible, facilitate the involvement of colleagues with whom you work. Although the word "Survey" often times sends a chill down your spine, I would ask that you respond when asked for your opinion regarding training needs or your recommendations regarding re-authorization.

Finally, you will notice a new look to the Newsletter. This issue is the first for the new editor, Joan Holleran. I want to thank Joan for her willingness to take on this responsibility. I also want to publicly thank Joyce Ballaban for her many years of service as Newsletter Editor. This is indeed a large responsibility, but one which was made to look easy by Joyce who devoted countless hours to ensure a quality publication.

I look forward to the challenge we will face in the year to come and to the opportunity to make a difference.

Sincerely,

A handwritten signature in cursive script that reads "George J. Walter".

George J. Walter  
President

# 1996 PASFAA CONFERENCE



1996 Conference Committee: Standing, Left to Right: George Glaze, Julie Salem, Suzanne Sparrow, Mary Kosin, Sally Whiteman  
Kneeling: Michael Burke & Fran McKeown

they were greeted by Caribbean music and our official "PASFAA greeters" complete with floral leis and lucky pennies. The PASFAA 1996 cruise theme seemed to make a hit with the attendees, especially those with "green dots" who willingly performed the Macarena at the opening business meeting.

Many timely sessions were offered during the conference. For the first time, there was a day filled with sessions on technology and how it can be used to assist in streamlining the financial aid process in our individual offices. These sessions were well received by those who

Over 400 PASFAA members attended the annual conference, which was held at the Split Rock Resort and Conference Center in the Poconos from October 6-9, 1996. Prior to the actual conference, a Fundamentals Workshop was jointly sponsored by PASFAA and PHEAA for the new financial aid administrators. This workshop was well received by the attendees. As conference attendees began arriving at Split Rock,



Island girl, Sally Whiteman and one of her men.

attended. Federal and

state updates were offered as well as many other interest sessions. PASFAA was lucky enough to have guest speakers such as Dallas Martin, Doug Bucher, Michael Hershock and Jeff Baker to update us on NASFAA, EASFAA, PHEAA and Department



Georgia Prell addresses the conference.

'96 PASFAA Conference photos  
courtesy of Michael Burke, '96  
Conference Committee

# RENCE HIGHLIGHTS

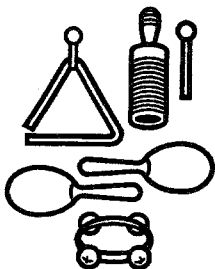
Submitted by,  
Fran McKeown  
1996 Conference Chair

of Education Issues.

On Sunday night, members were "jammin" to the Reggae Band, "Stanley Roots & The Tribe." Sunday kicked off the Caribbean mood, especially with a special visit from Carmen Miranda and whoever that masked man was wearing the coconuts! On Monday night, everybody partied with the Daisy Jug Band down at the Lodge. Bill Burke did his infamous "YMCA," only this time he



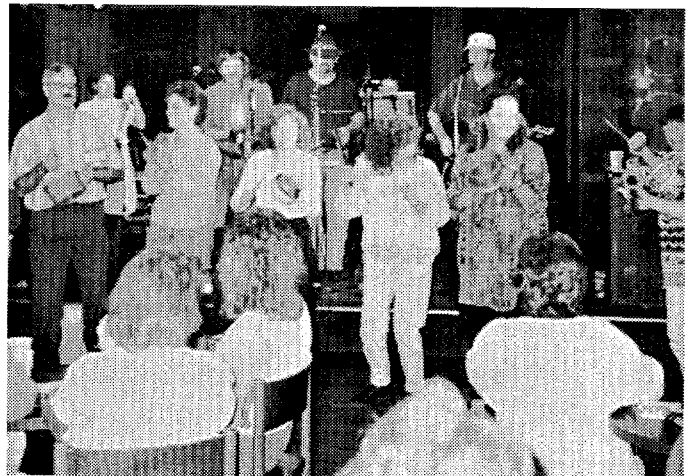
Jeff Baker reports from the  
Department of Education



had backup! On Tuesday, people seemed to really enjoy Juanita Holiday's Jazz Band who entertained us during the Captain's Dinner. The conference site itself offered many activities including golf, bowling, swimming, movies, etc. The golfers in the crew seemed to enjoy the golf course. The staff at Split Rock was very accommodating which helped the conference committee tremendously. Besides the conference providing PASFAA members with timely information on financial aid, it also provided us with a chance to relax and network with our colleagues which is just as important. A lot of time goes into planning a conference and I couldn't have done it without my conference committee: Julie Salem, Michael Burke, George Glaze, Suzanne Sparrow, Mary Kosin and Sally (Carmen) Whiteman. I'd like to publicly thank them for all of their hard work and for being such good friends!



Visiting the vendors, totebags in hand!



Daisy Jug Band - "Mama don't allow no pot playing here...."



## 1996 PASFAA DISTINGUISHED SERVICE AWARD

*Submitted by  
Georgia K. Prell  
Past President*



The ever-youthful Mary Andrews, February, 1978, from the IUP archives.

The PASFAA Distinguished Service Award was created to recognize individuals who have made significant contributions to PASFAA through their leadership, activities, and/or research in financial aid. The award recognizes service to our association over a period of professional involvement, not a single event or activity, and is presented to an individual at the annual conference.

This year's award was presented to an individual who exemplifies the true meaning of volunteerism and service to the financial aid profession. It is with pride and pleasure that PASFAA council selected Mary Andrews Miller, Director of Financial Aid at Slippery Rock University of PA, as this year's recipient. Mary has demonstrated her willingness to participate in financial aid activities over an extended period of time and at a level of intensity that few of us can match.

Mary began her career in financial aid as a work-study student at Indiana University of PA. She obtained both her undergraduate and graduate degrees from IUP. After college, Mary began working as a professional in the field, first at University of Pittsburgh, followed by Mt. Aloysius Junior College, Indiana University of PA and currently Slippery Rock University.

Mary continues to be active not only in PASFAA initiatives, but in regional and national endeavors as well. Some of the highlights of Mary's illustrious career include the following:

On a national level through the National Association of Student Financial Aid Administrators (NASFAA), Mary has served on the Membership Services Committee and has been a trainer for NASFAA educational



PASFAA colleagues congratulate Mary



Mary Andrews Miller accepts 1996 Distinguished Service Award.

programs.

Regionally, throughout the Eastern Association of Student Financial Aid Administrators (EASFAA), Mary has represented PASFAA on the EASFAA Council and has also chaired the Federal Relations Committee as well as the Training Committee.

In regards to state activities, it is difficult to enumerate the extensive list of activities and achievements of our recipient, especially when one considers that these represent areas of deep involvement and not just a silent

membership. This list includes having served in all but one of the offices of PASFAA Executive Council including President, Vice President, Treasurer (how did she miss Secretary?), chairmanship of a PASFAA Annual Conference, chairmanship of the Training Committee, volunteering for the Financial Aid Hotline and Guidance Counselor Workshops and serving on a number of PHEAA Advisory Committees including Needs Analysis, State Grant, Early Awareness and Data Link. Mary also served on the Pennsylvania Aid Administrators Training Program Committee (PAATP) and was a faculty member of the New Aid Officers' Summer Institute. There have been very few PASFAA Conferences where Mary was not on the agenda to present a session or to lead a discussion.

Mary continues to maintain a high level of professional commitment and involvement. PASFAA is honored to have such an outstanding individual as Mary Miller as a member and extremely fortunate that she is willing to share her expertise and leadership skills with us.



Georgia Prell presents the Distinguished Service Award to Mary Miller. Congratulations, Mary!

# PASFAA ELECTION RESULTS

Submitted by  
Christine A. Zuzack  
Indiana University of PA

This year's PASFAA election of new Council officers was a historic one! For the first time, the active membership elected an Institutional-at-Large sector representative and associate members were able to vote for their own representative in the Institutional Support Services sector. These changes were due to the passage last spring of a PASFAA constitutional amendment which altered the composition of the Council.

The slate of candidates for all of the available offices was exceptional in the level and diversity of experiences of the individuals on the ballot. Heartfelt thanks go out to all PASFAA members who were willing to serve the Association by running for office.

The members of the 1996-1997 PASFAA Council, both newly elected and those returning to office, are listed below.



## 1996-97 PASFAA Executive Council

### Executive Council

President	George Walter, Villanova University
President-Elect	Vali Heist, Alvernia College
Past-President	Georgia Prell, East Stroudsburg University of PA
Vice President	Fran McKeown, Bucks County Community College
Secretary	Bonnie Behm, Thomas Jefferson University
Treasurer	Ruth Cramer, Wilson College

### Sector Representatives

Four-Year Private	Arlina DeNardo, Lafayette College
Two-Year Private	Barbara Schmitt, Johnson Technical Institute
Nursing	Adrienne Miller, Shadyside Hospital School of Nursing
Business, Trade & Technical	Linda Malchano, Computer Tech
State-Related	Cheryl Browning, Lincoln University
SSHE	Robert Thorn, California University of PA
Two-Year Public	Jean Walker, Butler County Community College
Institutional Support Services	Dan Wray, Education Finance Center, Inc.
Institutional-at-Large	Michael Bertonaschi, LaRoche College



# PASFAA TECHNOLOGY COMMITTEE

Submitted by  
Christine A. Zuzack  
Technology Committee Chair

PASFAA is now on the Web! The PASFAA Homepage was unveiled at this year's annual conference. This Internet access will allow members quick reference to PASFAA information and news along with links to other vital financial aid resources. The address of our Homepage is <http://www.sru.edu/pasfaa/>. This is a work in progress with additional information and links to be added. Your comments and suggestions are greatly welcomed in this regard. Thanks go to Slippery Rock University of Pennsylvania for providing the host site for our web page.

The Technology Committee also developed a *PASFAA Technology Handbook* which was distributed at the conference. This reference guide provided information on the use of Windows, Interactive Response Systems, Document Imaging, Internet, EDE, Discussion Lists, and a number of other topics. Members who did not receive a copy may obtain one by contacting Georgia Prell at East Stroudsburg University.

Pennsylvania Association of Student Financial Aid Administrators

<http://www.sru.edu/pasfaa/>

## PASFAA HOME PAGE



Pennsylvania  
Association of  
Student Financial  
Aid Administrators

Pennsylvania Association of Student Financial Aid Administrators

### About PASFAA

- ☐ What is PASFAA?
- ☐ Constitution & Bylaws
- ☐ Officers
- ☐ Committees
- ☐ Calendar of Events

### Links

- ☐ Government
  - ☐ Federal
  - ☐ State of Pennsylvania
- ☐ Financial Aid Resources
  - ☐ Financial Aid Information Page by Mark Kantrowitz
  - ☐ fastWEB Financial Aid Search
  - ☐ Alliance to Save Student Aid
- ☐ Pennsylvania Colleges and Universities
- ☐ Other Associations

send suggestions and comments to [cazuzack@grove.lup.edu](mailto:cazuzack@grove.lup.edu)

# PASFAA FINANCE & DEVELOPMENT COMMITTEE REPORT

Submitted by  
Rachael Lohman  
Finance and Development  
Committee Chair

At the October meeting of PASFAA Council, the Finance and Development Task Force presented a proposal to create a PASFAA Finance and Development Committee. Council approved the Task Force's proposal and the first meeting of the Finance and Development Committee was held on Friday, November 22, 1996.

The Finance and Development Committee consists of seven members including President-Elect and Treasurer. At the November meeting, the Committee reviewed the current year budget and made recommendation to Council for adjustments. An investment policy was also discussed.

The Development Sub-Committee is charged with raising funds to help the Association provide services to our members. Don Shade, Director of Financial Aid at PA College of Technology, has agreed to chair the sub-committee for 1996-97. The sub-committee will be doing a mailing in December to our vendors and sponsors to request support for the remainder of this year. A second mailing will be prepared for May which lists a complete "menu" of activities which require support for 1997-98.

It is hoped that with the creation of the Finance and Development Committee, PASFAA's financial strength will continue to grow and to improve.

## EASFAA NEWS

Submitted by  
Christine A. Zuzack  
Indiana University  
of PA

The Eastern Association of Student Aid Administrators (EASFAA) serves as PASFAA's link to our national organization, NASFAA. This connection is important in order to get Pennsylvania's viewpoints, ideas and individuals to a level of national prominence. If you are not currently a member of EASFAA but would like to join this professional organization, please contact Sharon Austin-Hassan at the University of Maryland College Park at 301/314-8320 or at [saustin@umdacc.umd.edu](mailto:saustin@umdacc.umd.edu).

This year's NASFAA training program was offered by EASFAA during the months of November and December. Rachael Lohman of Wilkes University and Mary Andrews Miller of Slippery Rock University both served as training faculty for this important project.

The EASFAA Annual Conference will be held at the Holiday Inn by the Bay in Portland, Maine on May 18-21, 1997. The conference theme is "Technology and Management: Our Beacon to the Future." Mark your calendars now for this upcoming event. Registration materials will be mailed in February. Cheryl Storie from American University serves as this year's conference chair. She can be contacted at 202/885-6108 or [cstorie@american.edu](mailto:cstorie@american.edu) for additional information.

EASFAA has developed its own web page! Check into <http://www.finaid.org/easfaa/> to keep up to date on EASFAA news and business.

## EASFAA Eastern Association of Student Financial Aid Administrators

EASFAA is a professional membership organization for student financial aid professionals in the eastern region of the United States.

- ☐ Welcome from the EASFAA President
- ☐ About EASFAA
- ☐ EASFAA Membership Application
- ☐ Financial Aid Facts
- ☐ EASFAA Clearinghouse
- ☐ EASFAA Calendar of Events
- ☐ EASFAA State Association Web Sites
- ☐ National Professional Associations
- ☐ EASFAA ByLaws
- ☐ EASFAA Members
- ☐ EASFAA Council State Representatives
- ☐ EASFAA Executive Officers
- ☐ EASFAA Committees
- ☐ EASFAA Past Presidents
- ☐ Meet the EASFAA Sponsors



*Fin Aid*

The **Financial Aid Information Page** provides a free, comprehensive, objective, and independent guide to student financial aid resources on the World Wide Web.

## GOVERNMENT RELATIONS COMMITTEE REAUTHORIZATION SURVEY

The PASFAA Government Relations Committee would like to collect your thoughts on what topics should be addressed during the upcoming Reauthorization of the Higher Education Amendments. Please give us your input on any of the following topics, and feel free to address other areas which are not mentioned here. Attach a separate sheet if necessary. Please return your completed survey form to Fran McKeown, Financial Aid Office, Bucks County Community College, Swamp Road, Newtown, PA 18940

1. **FUNDING** - In what ways could funding be increased? Should funding for one program be reduced so that funding for another can be increased? Should the campus based programs be combined into one block grant to schools for use as each school deems appropriate? Should any current programs be eliminated? What other funding issues would you care to address?
2. **NEEDS ANALYSIS** - Do the various formulae treat students and their families fairly and equitably? Are standard maintenance allowances adequate? Should there be an asset protection allowance for dependent students? Is the income protection allowance for dependent students adequate? Are there other needs analysis issues which should be addressed?
3. **DELIVERY SYSTEM** - Is the application process adequate? Should the FAFSA be used as a loan application? Are there other application and delivery issues which should be addressed?
4. **REGULATORY RELIEF** - From which regulations should we be given some relief? Should we continue to have delayed disbursement for new borrowers, multiple disbursements for one semester loans, in-person entrance and exit interviews, and other burdensome requirements for ALL schools? Should regulatory relief be tied in some way to administrative performance?

- 5. STUDENT AND INSTITUTIONAL ELIGIBILITY** - Are there issues which affect our school or particular programs which you offer or wish to offer? Are there any student eligibility requirements which should be reviewed?
- 6. CASH MANAGEMENT** - Are the requirements for drawdown, reporting, refunds, and other such issues easily understood and implemented? Do changes need to be made in these or other areas?
- 7. ANNUAL AND AGGREGATE LOAN LIMITS** - Are students permitted to borrow too much money? Should they be permitted to borrow more? How much is too much? Should there be an annual limit on PLUS borrowing? Do we need to develop alternative payment plans for those with high debt burdens? Are there other loan issues which should be addressed?
- 8. LOAN DEFAULT** - Is the current method of calculating default rates accurate? Should there continue to be an institutional cohort default rate? Should there be specific benefits for schools with low default rates? Are the current restrictions for high-default schools fair and effective? Are there other loan default issues which should be addressed?

**9. WHAT OTHER TOPICS DO YOU FEEL SHOULD BE ADDRESSED?**

Name & institution (optional) \_\_\_\_\_

Please return your completed survey to Fran McKeown at the address listed on the front side of form. Thank you very much!

## PASFAA MEMBERSHIP

The Pennsylvania Association of Student Financial Aid Administrators is a dynamic organization offering a number of services to the membership including quarterly newsletters, an annual conference, training workshops, and professional development opportunities. Please share this information with anyone in your office who is not currently a PASFAA member so that they may join our organization. (1996-96 PASFAA Membership Application appears on page 14.)

Questions regarding membership in PASFAA should be directed to Georgia Prell, Membership Chair at, (717) 422-3340.

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## LIFE MEMBERSHIP AWARD CONFERRED

*Submitted by  
Georgia K. Prell  
Past-President*



Georgia Prell presents Dallas Martin PASFAA  
Lifetime Membership Award

The highest award that PASFAA has to bestow upon an individual is that of Life Membership. The award is given to individuals who have made an outstanding and sustained contribution to student financial aid.

In our association's twenty-eight year history, only three individuals have been given this award. The first recipient was Marian Bonney, a former Director of Financial Aid at University of Pittsburgh, who I am told was considered the "Mother" of financial aid. She was instrumental in establishing PASFAA in the western part of the state. Samuel Johnson, Deputy Director for Federal and Public Relations at PHEAA, was the second recipient. At the time, there were ten regional offices in the state that were under his jurisdiction. The third recipient was Kenneth Reeher, the Executive Director of PHEAA almost since PHEAA's inception. "Old-timers" can remember when PHEAA had about sixty employees total; compare that to the size of the agency today. The growth of the agency, as well as it being viewed as one of the best in the country, can be attributed to the leadership of Mr. Reeher.

As my last official act as President of PASFAA, I had the profound pleasure of conferring the fourth such award at the annual conference. This award was presented to Mr. A. Dallas Martin, President of the National Association of Student Financial Aid Administrators (NASFAA). Mr. Martin began his career in financial aid in 1969 as Director of Financial Aid at a community college. His professional path led him from the community college to Greeley, Colorado to Washington, D.C. where he has served since 1976 as the President of NASFAA. Mr. Martin cares passionately about higher education and is dedicated to ensuring that access, choice and opportunity are available to all individuals in this nation. Our recipient is a leader, combining the best qualities of leadership - humility and tolerance, allied with strength. Within our institutions, associations and government, Mr. Martin stands for the best in our profession and challenges us to be movers, visionaries and shapers of the present and the future.



# PASFAA

## 1996-97 MEMBERSHIP APPLICATION

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Institution: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_  
PHEAA User ID #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Signature: \_\_\_\_\_

**Check the appropriate category:**

_____ Two-Year Public	_____ State Related
_____ Two-Year Private	_____ Nursing
_____ SSHE	_____ Institutional Support
_____ Four-Year Private	_____ Other
_____ Business, Trade & Technical	

**Membership Type:**

**Active** membership shall be the voting membership and shall be limited to persons responsible for the administration of student financial aid and/or having the authority to award aid representing institutions of post-secondary education located in the Commonwealth of Pennsylvania.

**Associate** membership shall include the representatives of secondary schools, government agencies, foundations, private and community organizations interested in financial aid matters, and representatives of post-secondary education institutions who do not qualify for Active membership.

**Student** membership shall be for and limited to graduate and undergraduate students in post-secondary education.

**Dues:** (Make checks payable to PASFAA)

Active Member	\$40 _____
Associate Member	\$38 _____
Student Member	\$20 _____

**Return to:**

Georgia K. Prell  
Director of Financial Aid  
East Stroudsburg University of PA  
200 Prospect Street  
East Stroudsburg, PA 18301-2999

## THANK YOU

I would like to express my gratitude to Georgia Prell, PASFAA Council and the PASFAA membership for honoring me with the PASFAA Distinguished Service Award. I was certainly surprised and humbled by this recognition.

The surprise was that this was kept so confidential in spite of my curious nature and frankly, although I have been involved in PASFAA in a variety of ways for a number of years, my contribution does not seem extraordinary to me. My involvement has been a simple gift of time as a way of giving back something that has been so important to me. Had it not been for the counseling and financial assistance that I received from the IUP Financial Aid Office (that's you Fred & Bill), I would not have been able to pursue a postsecondary education. Not only has this profession afforded me the opportunity to complete my educational pursuits, but it has also provided me an opportunity to become professionally involved, establish wonderful friendships and continue to foster and improve a system to support the opportunity for others to advance their education.

Those who received this distinguished award before me have served as my mentors and role models throughout my career. I am in awe of their state, regional and national accomplishments. To be recognized in the same manner is indeed humbling.

To be involved in professional activities requires support from family, staff and administration. My daughters have their standard line, "Hi mom, we missed you, what did you bring us?" My spouse has done the balancing act not only because of my participation in financial aid activities, but also because of the distance that I travel to Slippery Rock. Sainthood is on the horizon for him. I am grateful to the staff and administration at both IUP and Slippery Rock who have been very supportive of my professional activities.

Again, thanks to you for naming me the recipient of the 1996 Distinguished Service Award.

Sincerely,

*Mary Miller*

Mary Miller  
Director of Financial Aid  
Slippery Rock University of PA



Pat Hayes is recognized at the '96 PASFAA Conference.

## Pat Hayes Retires

Submitted by  
Tom Lustig  
PNC Bank

For the past 31 years at PNC Bank -- nearly 25 of them as a major part of the Education Loan Center --J. Patrick ("Pat") Hayes has performed at a consistent level of extraordinary community involvement and customer satisfaction. As he nears retirement in early 1997, let's take a brief look back at his career and what it has meant to the bank, to area colleges, to students and their parents, and to education lending in general.

Pat has represented PNC Bank throughout Pennsylvania and across the country. Pat was the first

and only banker to ever win the "Distinguished Service Award" presented by the Pennsylvania Association of Student Financial Aid Administrators. As many financial aid officials across the state attest, "*Pat Hayes is PNC to us.*"

Each school year, Pat reaches roughly 6,000 people -- primarily high school juniors, seniors and their parents -- with messages about how to address the complicated and high-stakes process of financing higher education. In the 24 years he has served in the ever-changing world of student loans, Pat has experienced and managed a great number of developments within the Education Loan Center.

What's more, even amid the pressure and challenges each day may bring, he keeps the job fun for his staff and co-workers, and is always a professional. In every instance, Pat's personal commitment to outstanding customer service has been his single greatest contribution. Good luck, Pat, and enjoy your retirement.

# PASFAA EXECUTIVE COUNCIL MEETING

OCTOBER 9, 1996

Split Rock Lodge, PA

Submitted by  
Bonnie Lee Behm  
PASFAA Secretary

The meeting was called to order at 8:10 A.M.

## Treasurer's Report

1. Madelyn Campbell announced that PASFAA is now operating under a new fiscal year structure. She will be working closely with Ruth Cramer, newly elected treasurer, to assist with the transition of the organization's finances.

## Committee Reports

### A. Finance Committee - Rachael Lohman

1. Rachael commented that the Ad hoc committee had worked over the last year on the development of a more permanent structure and format for the Finance and Development Committee. The committee was envisioned to meet two times a year - once in the fall to review budgets submitted in May and again in the spring to set up plans based on direction from the Executive Council. Rachael also commented that they would have allowance for new initiatives should they come up during the year. The Chairman of the Finance & Development Committee would also have to work very carefully with other committee chairs.

A report from the committee was circulated which included sample reports such as a Treasurer's report, Budget report, and Budget request form. They also recommended the association's budget report would be reviewed quarterly.

Don Shade commented that the F&D committee would also want to look at in-kind support from institutions and get a handle on the dollar value of this type of support.

2. Dan Wray made a motion to revise the governing structures document so that additional at-large members be added to the F&D committee. Ruth Cramer seconded the motion. Motion carried.
3. George Walter made a recommendation to appoint Rachael Lohman as Chair of the F&D committee. Vali Heist moved to accept the motion. Georgia Prell seconded the motion. Motion carried.
4. Vali Heist moved to appoint Robin Szitas as vice-chair of F&D committee. Motion seconded by Arlina DeNardo. Motion carried.
5. Georgia Prell made a motion to Appoint Don Shade the Chairperson of the Development subcommittee. Ruth Cramer seconded the motion. Vote taken - motion carried.

### B. Financial Aid Awareness - Bonnie Lee Behm

1. Bonnie reviewed the history of the Financial Aid Hotline and described how there has been a steady decline in the number of calls over the past few years. In June, the Ad hoc Financial Aid Awareness committee met to look at the history of the hotline and to

make a recommendation to Council about the Hotline. Furthermore, the committee is to develop a plan for PASFAA, for the future, regarding a program of financial aid awareness. Based on the committee's review of the data, it was recommended to Council that PASFAA take a one year hiatus from operating the Hotline, carefully assess available options for promoting and marketing the availability of financial aid to the residents of the Commonwealth and then implement the new plan in the next year.

2. Council accepted the recommendation, but requested that a letter be sent to the high school counselors in December or January announcing the decision and advising them of our plans for a future program of financial aid awareness.

C. Professional Standards and Training - George Walter

1. George referred the Council to his annual report submitted with the conference packets.

D. Public and Professional Information - Bonnie Lee Behm

1. As a result of Joyce Ballaban's resignation as Editor of the Newsletter, a recommendation was made to appoint Joan Holleran as the Editor of the Newsletter. The recommendation was accepted by Council.
2. Bonnie again publicly acknowledged her thanks to Joyce Ballaban for her years of dedicated service to the organization as Newsletter editor.

E. Conference '96 - Fran McKeown

1. 408 members were registered for the Conference.
2. George Walter commended the Conference committee on their excellent work.
3. Julie Salem, 1997 Conference Chair, made a recommendation to submit the following names for the 1997 Conference committee: Jim Zuzack, - Slippery Rock, John Lockette - Educaid, Brandi Darr - Triangle Tech, Ragan Watson - Clarion University of PA, Maria Stewart - CCAC. The recommendations presented by Julie Salem for the 1997 Conference were approved.
4. Vali Heist recommended Michael Burke as the 1998 Conference Chairman.

*Updates*

A. Guidance Counselor Workshops - George Walter

1. A report was circulated listing the sites and dates for the 1996 series.

B. Sector Reports

Two-year public - Jean Walker

1. They will be holding a meeting November 7&8, 1996.

Four-year private - Arlina DeNardo

1. The sector met at the conference and she distributed a survey to those present and will review the results of the survey and comment at the next Council meeting.

### *Old Business*

#### **A. OVR**

1. George Walter and Georgia Prell met with OVR. They will be meeting them again before the end of the year. OVR has been asked to develop a proposal to address some of the past concerns regarding administration of the program.

#### **B. Site Selection**

1. The 1999 PASFAA Conference will be held at the Penn State Scanticon Center.

#### **C. Web Site**

1. George Walter announced that the PASFAA Web Site is now registered on the Web with Netscape, etc.

### *New Business*

1. New volunteer sheets will be distributed to Committee Chairs by Vali Heist.
2. Georgia Prell asked if Vali Heist and her committee could look at the need for the Private Two-year sector.

### *Adjournment*

A motion was made by Arlina DeNardo and seconded by Jean Walker to adjourn the meeting. Meeting was adjourned at 10:00 A.M.

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## **PENNSYLVANIA FINANCIAL AID TRAINING ACTIVITIES**

*Submitted by  
Mary Miller  
PA Financial Aid  
Training Program Chair*

The Pennsylvania Financial Aid Training Program Planning Committee members are:

Mary Miller, Chairman, Slippery Rock University of PA	Henry Chance, King's College
Brandi Darr, Triangle Tech	Vali Heist, Alvernia College
Cate McIntyre, Allentown College	Sally Ann McCrea, Harrisburg Area Community College
Kerry Paoletta, National City Bank of PA	Vince Racculia, PHEAA
Lee Ann Yunetz, University of Pittsburgh at Johnstown	

The training activities that have been planned for this year are a direct result of the input you provided to the training needs survey conducted by the Professional Standards and Training Committee this past spring.

Training Activities that have been conducted to date:

**Fundamentals Workshop** - This two day training activity for financial aid administrators with two years or less experience was held prior to the annual PASFAA Conference. Twenty-seven new aid administrators participated in two days of intensive training designed to compliment the sessions that were offered throughout the conference. The evaluations of this workshop were excellent. A special thanks to Sally Ann McCrea of Harrisburg Area Community College and Rob Reddy of Point Park College for providing the instruction and to Joyce Ballaban of Albright College, Joetta Bradica of PACE Institute and Sally Ann McCrea of Harrisburg Area Community College who served as committee members.



Basic Microcomputer Workshops - A series of Basic Microcomputer Workshops were conducted during November at three ITEC Centers throughout the state. Originally six sites were available, Northwest Tri-County IU#5 in Edinboro, University of Pittsburgh in Pittsburgh, Harrisburg Area Community College in Harrisburg, Wilkes University in Wilkes-Barre, West Chester University in West Chester and Lehigh University in Bethlehem. However, Edinboro, Harrisburg and Wilkes-Barre had few registrants and were merged into three larger sites.

This one-day workshop was designed to meet the needs of PASFAA members responding to a survey completed last spring by the PASFAA Technology Committee. In all, thirty-four individuals attended these workshops and the evaluations were excellent. Those who attended unanimously requested that similar type workshops be offered in the future. Comments on the evaluations stated the excellent instruction, usefulness and amount of information covered. A few participants expressed interest in attending more advanced sessions to continue what they had learned.

We are very pleased that this series was so well received by those who attended. Watch for more training in this area.

### **Future Training Activities**

Teleconference - A teleconference on the topic of PHEAA Program Review and Audits will be offered at select sites throughout Pennsylvania. The date for this teleconference is **March 14, 1997**. This teleconference will be beneficial to lenders, financial aid administrators, bursars and registrars. Information on preparing for a review, on-site procedures, liability, reporting procedures and closing the review will be presented. This teleconference will be beneficial to financial aid personnel, lenders, bursars and registrars.

Spring Training - A one-day training is being planned to offer an update of issues in the form of concurrent sessions as well as a general session covering federal issues, loan and state grant updates and reauthorization. The dates and locations of these training sessions are **April 8, 1997, Valley Forge Hilton, Philadelphia** and **April 16, 1997, Sheraton at Station Square, Pittsburgh**. Your input is important, so if you have any suggestions of topics that you would like to see presented during this training activity, please contact one of the committee members.

Training for New Aid Administrators - Dickinson College serves as host to the training for new aid administrators to be held on **June 9-14, 1997**. A week of comprehensive training on the financial aid process is provided to aid administrators who have been in the profession less than two years.

Training for Intermediate Financial Aid Administrators - This training is for aid administrators with three to five years of experience and will be held at Dickinson College on **June 9-11, 1997**. A variety of topics will be explored during this three day institute.

The success of training is dependent upon your participation and support of these training activities. You can support these efforts by attending - and those of you who provide leadership to an office - consider permitting your staff to attend these valuable training opportunities.

## PRIVATE TWO-YEAR SECTOR REPORT

*Submitted by  
Barbara Schmitt  
Two-Year Private  
Sector Representative*

I do not have much to report for this newsletter since we just met at Split Rock in October. For those of you who were not able to attend our sector meeting at the conference, I would like to introduce myself as your Two-Year Private Sector Representative. If you have any concerns or questions that you would like to have brought before the Executive Council, please feel free to contact me. I can be reached at:

Barbara Schmitt  
Director of Financial Aid  
Johnson Technical Institute  
3427 North Main Street  
Scranton, PA 18508  
(717) 342-6404  
CG # through PHEAA: CG01009

*I wish everyone a safe and happy holiday season.*

## PRIVATE FOUR-YEAR SECTOR REPORT

*Submitted by  
Arlina DeNardo  
Four-Year Private  
Sector Representative*

By the time you read this, you may have attended our recent meeting. The meeting was held at Dickinson College on December 13th. Rick Irvin, Vince Racculia and Carol Handlan all participated and provided some valuable insights. If you were unable to attend our meeting but would like an update, please call me at 610/250-5055. My internet "name" is denardoa@lafayette.edu and my PHEAA "number" is CG00727.

Happy Holidays to each of you and may '97 be a great, healthy and joyous year for all!

**FELIZ NAVIDAD**

## SSHE SECTOR REPORT

*Submitted by  
Bob Thorn  
SSHE Sector  
Representative*

Greetings SSHE PASFAA Members! Once again, I am pleased to serve as the SSHE representative to PASFAA Council. Starting in January, I will be sending the "SSHE Sector Newsletter" to each of you. This newsletter will highlight the PASFAA Council meetings, as well as report on other noteworthy information.

In preparation for our annual SSHE Spring Meeting, I will also be sending you a survey in order to establish the agenda topics for the meeting. Based on the results of last year's survey, our annual spring meeting will be held in central/eastern Pennsylvania in late April. The site selection for the spring 1997 meeting has not been finalized, therefore I am still open for suggestions. If you have suggestions, please give me a call or send me a MSG. If you have questions or concerns, please feel free to contact me by calling (412) 938-4415 or by sending me a MSG (CG02027).

May each of you have a wonderful holiday season!

## NURSING SECTOR REPORT

*Submitted by  
Adrienne Miller  
Nursing Sector  
Representative*

The Nursing Sector is planning a meeting on December 13, 1996 for Nursing Financial Aid Representatives from the Southwestern area. We have invited a PHEAA Representative to the meeting to discuss (electronic) software difficulties that many of the schools are experiencing. Upcoming changes for the 1997-1998 school year and nursing school enrollment issues will also be discussed.

## **PUBLIC TWO-YEAR SECTOR**

*Submitted by  
Jean M. Walker  
Two-Year Public  
Sector Representative*

The Public Two-Year sector met at the Best Western Crown Park Hotel in Harrisburg, PA on Thursday, November 7 and Friday, November 8. On Thursday afternoon, Lee Myers, Executive Director of the PA Commission for Community Colleges, addressed the group concerning the Commission and his role within the organization. He also offered insights concerning the PA political climate for the next two years and what effect that climate may have on education. In addition, Mr Myers sought our input regarding a state-wide database the Commission is developing.

On Friday morning, Rick Irvin, Vice President of Compliance and Development at PHEAA, joined us and updated the group concerning student loan issues. Mr Irvin then answered questions from the group on a variety of issues.

Kim Frankford, Assistant Vice President of Eligibility Review - Need Analysis and Appeals at PHEAA, also attended Friday's session. In addition to updating the group with news from Grant Division, Mr Frankford discussed the new Educational Assistance Program. The program, which was recently established for members of the Pennsylvania National Guard, is being administered jointly by the Department of Military Affairs and PHEAA.

When there were no guest speakers in attendance, the group held roundtable discussions concerning reauthorization in an attempt to identify those issues which are most relevant to our sector.

The spring meeting of the Public Two-Year sector will be held in April at the same location.

## **INSTITUTIONAL AT-LARGE SECTOR**

*Submitted by  
Michael Bertonaschi  
At-Large Sector  
Representative*

I look forward to serving my colleagues in the newly created position of Sector Representative At-Large. Although my role as part of Council will evolve as the next two years progress, I would like to offer my assistance to any PASFAA member who may need an advocate at anytime. Please feel free to contact me if you have a question or need information on some aspect of PASFAA. Also, if you would like an idea or suggestion put forth at a future Council meeting, please contact me and I would be glad to do it for you. As my colleagues in the Pittsburgh area can tell you, I'm never shy about asking questions or expressing my opinions, and I particularly enjoy it when they are those of somebody else. Thank you for allowing me to serve you, and I look forward to hearing from you.

I can be reached at (412) 367-9256 or CG01535.

## **BUSINESS, TRADE & TECHNICAL SECTOR**

*Submitted by  
Linda J. Malchano  
Business, Trade  
& Technical  
Sector Representative*

My name is Linda Malchano and I am the newly-elected sector representative for Business, Trade & Technical schools. The conference is barely over, but I would like to ask all of my constituents to please contact me with any concerns/issues that you feel need to be addressed. I am planning on organizing meetings in several parts of the state so that I can meet as many of you as possible. Please feel free to contact me at Computer Tech, (412) 392-4197 with any questions or concerns, I'm looking forward to a productive year.

## **INSTITUTIONAL SUPPORT SERVICES SECTOR**

*Submitted by  
Dan Wray  
Institutional Support  
Services Sector  
Representative*

This is our first year as a PASFAA sector, so "nautically speaking" we are in uncharted waters. It will be up to us to determine the path we'll take. I hope to receive input from as many of you as possible to make our first year a good one and to ensure that our sector's voice is heard clearly by our PASFAA colleagues. Feel free to contact me by phone at (814) 696-6775 or by fax (814) 696-8201. The first PASFAA Executive Council meeting is December 8 and 9. If there are issues you would like me to take to this meeting, please let me know. PASFAA has given us a wonderful opportunity by creating this sector and giving us a seat on PASFAA Council. Let's make the most of the opportunity.

## **STATE-RELATED SECTOR**

No report available. Please contact Cheryl Browning, State Related Sector Representative, with your concerns or suggestions



## FROM THE EDITOR'S DESK

As I step into my new role as editor, I have begun to realize how much effort it takes to produce a newsletter of the caliber the PASFAA membership has become accustomed to receiving. Each issue, from the last few years, offered a variety of timely features, thoughtful editorials, and thorough coverage of PASFAA meetings, workshops and conferences. From the novice to the seasoned veteran, the newsletter included "a little bit of everything" to keep us abreast of what is happening in our ever changing field. On behalf of the nearly 600 PASFAA members, thank you, Joyce Ballaban, for the fine newsletters you produced over your six years as editor. With the "Cruise PASFAA" conference theme still in mind, "Ahoy there and well done, mate!"

Joan L. Holleran

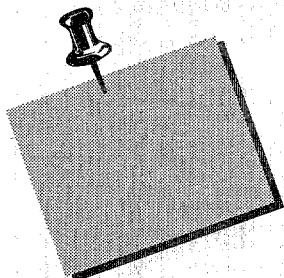
PASFAA Newsletter Editor

## A Request from the Newsletter Printer

If you are submitting an article to the newsletter in a diskette format, please include the name of the program and version used to create the article. Also, please include a hard copy for the editor's review.

# PASFAA BULLETIN BOARD

## ANNOUNCEMENTS



Philadelphia College of Textiles and Science has found their own way to meet enrollment targets for the year 2014.

Lisa Cooper, Director of Financial Aid, and her husband Martin Gilbert are proud parents of Jonathan Irwin Gilbert born on September 9, 1996. Mother and baby are doing fine.

Additionally, Ron Dawson, Associate Director and his wife, Kathy became parents for the second time with the birth of their son, Gregory James Dawson on October 16, 1996.

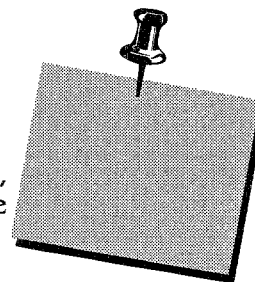
### Part Time / Seasonal Financial Aid Assistant Needed

Hours: 10-15 hours per week; Seasonal, August - May  
 Pay: \$10 per hour  
 Start Date: Late January/Early February, 1997  
 Skills Needed: Word Perfect 6.1 for Windows  
 Financial Aid Experience Preferred

### RESPONSIBILITIES

- Provide clerical support to the Director of Student Financial Assistance, including preparation of meeting materials, transmittal of financial assistance award letters and exit interview documentation.
- Process financial assistance materials for incoming students.
- Assist with administration of two concert series and outside student performances.

Contact: Rebecca J. Good, Director of Student Financial Assistance  
 The Curtis Institute of Music, 1726 Locust St., Philadelphia, PA  
 (215) 893-5252 • Fax: (215) 893-0194



## Share the news with your PASFAA colleagues!

Responses to a newsletter survey from a few years ago, showed that readers enjoy learning, through the newsletter what is happening in the lives of fellow PASFAA members.

Promotions, job changes, professional achievements, career milestones, marriages, births and any other "newsy" items are welcome.

Send news to Joan Holleran, Newsletter Editor, or any member of the Editorial Staff.

# NASFAA CONFERENCE IN PHILADELPHIA

## JULY 10-13, 1997

Submitted by  
Bonnie Behm  
PASFAA Secretary

The 1997 NASFAA Conference will be held at the Philadelphia Marriott from Thursday, July 10 to Sunday, July 13, 1997. Volunteers are still needed to serve on the Local Arrangements Committee assisting in such activities as registration, staffing the information booth and other similar duties associated with hosting a national conference.

For those members who have returned the volunteer sheets that were distributed with the PASFAA Conference packets - THANK YOU! Further information regarding the exact responsibilities will be forthcoming in the Spring of 1997.

If you have not returned your volunteer sheet, you still have time to return your form or send a terminal message with your name, address and phone number to Bonnie Lee Behm at CG00242 or fax (215) 503-9834

Let us show the rest of our colleagues in the nation what a great state Pennsylvania is!

## NOMINATION FOR NASFAA AWARDS

Submitted by  
Christine A. Zuzack  
Indiana University of PA

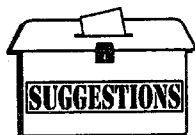
Pennsylvania is honored to serve as host to the annual conference of the National Association of Student Financial Aid Administrators (NASFAA) this July 13-16 in the City of Philadelphia! This is a great opportunity for PASFAA members to attend a national professional conference right in their own state. Bonnie Behm of Thomas Jefferson University is serving as Local Arrangements Coordinator and could use your help. Bonnie is looking for volunteers who would be willing to assist with conference registration and other responsibilities. If you would be willing to assist with this effort, please contact Bonnie at (215) 503-1957.

NASFAA annually honors a number of individuals for their outstanding service and contributions to the financial aid profession. An upcoming *NASFAA Newsletter* will request nominations for various service awards and recognition. Please consider the many PASFAA members who have been professionally active and nominate these individuals for one of the NASFAA awards. It would certainly be a fitting tribute to have a Pennsylvanian honored at the NASFAA conference in Philadelphia.

## PREPARATION UNDERWAY FOR 1997 CONFERENCE

Submitted by  
Julie Salem  
1997 Conference Chair

'97 Conference



Mark your calendars to attend the 29th Annual PASFAA Conference to be held at the Sheraton Station Square, October 5-8, 1997. Pittsburgh has a lot to offer and the conference committee plans to take advantage of it all! The committee will be discussing sessions' ideas, social activities, as well as entertainment at our first meeting on December 8-9. If you have any good ideas or if you would like to volunteer to present a session, please contact a member of the committee. The committee members are listed below. See "youns" in Pittsburgh!

### 1997 CONFERENCE COMMITTEE

Julie Salem, University of Pittsburgh @ Johnstown  
Michael Burke, Germantown Hosp. & Med. Ctr School of Nursing  
Jim Zuzack, Slippery Rock University  
Ragan Watson, Clarion University

Monique Davis, Point Park College  
Brandi Darr, Triangle Tech  
John Lockette, Educaid



# What's Up With the Financial Aid Hotline?

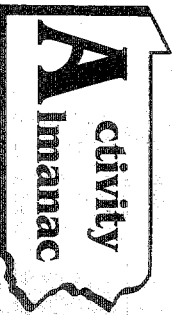
Submitted by  
*Bonnie Lee Behm*  
Secretary

Over the past few years the number of calls made by students and parents to the Hotline has been declining. In June, the Ad Hoc Committee on Financial Awareness met to review the history of the Hotline and to look for alternate financial aid awareness projects.

Since preparation for the Hotline begins early each summer, an immediate decision was needed regarding the viability of running the program for January 1997. At the October 1996 Council meeting, it was recommended that PASFAA take a one-year hiatus from operating the Hotline, and carefully assess other available options for promoting and marketing the availability of financial aid to residents of the Commonwealth. The Council would then implement a new plan (or a redesign of the Hotline) the following year.

If you receive any calls from local counselors, please let them know that PASFAA will not be hosting the Hotline in January 1997 and is investigating a new or revamped program for the future.

The committee hopes that this one year hiatus will not harm our past efforts, but will only strengthen what can be done for the future



March 14, 1997

PHEAA Program Review and Audits

Teleconference

April 8 & 16, 1997

One-day training covering federal issues, loan and state grant updates, reauthorization, plus additional sessions

April 8, 1997

Valley Forge Hilton, Philadelphia

April 16, 1997

Sheraton at Station Square, Pittsburgh

May 18-21, 1997

EASFAA '97 Conference: Portland, Maine

June 9-11, 1997

Training for Intermediate Financial Aid

June 9-14, 1997

Administrators: Dickinson College, Carlisle, PA

July 10-13, 1997

Training for New Financial Aid Administrators:

October 5-8, 1997

Dickinson College, Carlisle, PA

October 5-8, 1997

NASFAA '97 Conference: Philadelphia, PA

October 5-8, 1997

PASFAA '97 Conference: Pittsburgh, PA

PASFAA

650 PASFAA Newsletter

Financial Aid Office  
Kutztown University  
Kutztown, PA 19530

Buletide  
Greetings